

MEMORANDUM

TO: Chairman Ron Jones
Director Pat Miller
Director Sara Kyle

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: January 10, 2006

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JANUARY¹

Regulated utility complaints received and investigated in January	130	
Non-regulated complaints received and investigated in January	3	
Number of follow-up investigations made in January	309	
Year-to-date regulated utility complaint total	130	
Number of Telemarketing complaints investigated in January	31	
Year-to-date Telemarketing complaints	31	
Year-to-date total of Tennesseans signed up for Do Not Call Register	2,455,105	
Number of active telemarketing solicitors	522	
Number of Do Not Call Renewal Applications Approved	5	
Number of Do Not Fax complaints investigated in January	115	
Year-to-date total of Do Not Fax complaints	115	
Year-to-date total TDAP devices ordered	122	
Number of calls to MCI Relay Center Intrastate: 40,855	Interstate: 4,553	45,408
Number of calls to CapTel Center Intrastate: 4,483	Interstate: 1,014	5,497

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in January 2005)

Telephone Company's

1. Ardmore	1
2. BellSouth	54
3. Frontier/Citizens	1
4. Sprint United	6

CLECS

1. AT&T Business	2
2. Electric Power Board	2
3. Network Telephone	1
4. Trinsic	2
5. US LEC	1
6. XO	1
7. Xspedius	1

Gas, Water & Electric

1. Atlanta Gas	1
2. Atmos Energy	16
3. NGC	23

Billing Agents

1. ILD Telecommunications	1
2. OAN	1
3. USBI	1

Regulated Complaints for NR Companies

1. AmeriTel	1
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Resellers

1. Access One Communications	1
2. Global Tel	1
3. ITC	1
4. PowerNet	1
5. Talk America	1
6. Vartec	1

Long Distance Companies

1. AT&T Residential	8
2. BellSouth Long Distance	1
3. MCI	7
4. SBC	1
5. Sprint Long Distance	1

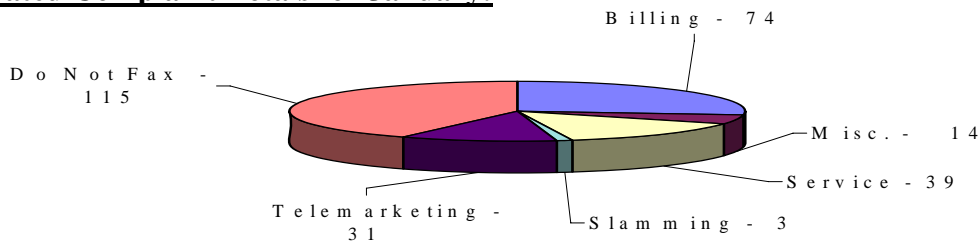
Non Regulated Complaints

1. BellSouth	1
2. Frontier/Citizens	1
3. Qwest	1

VOIP

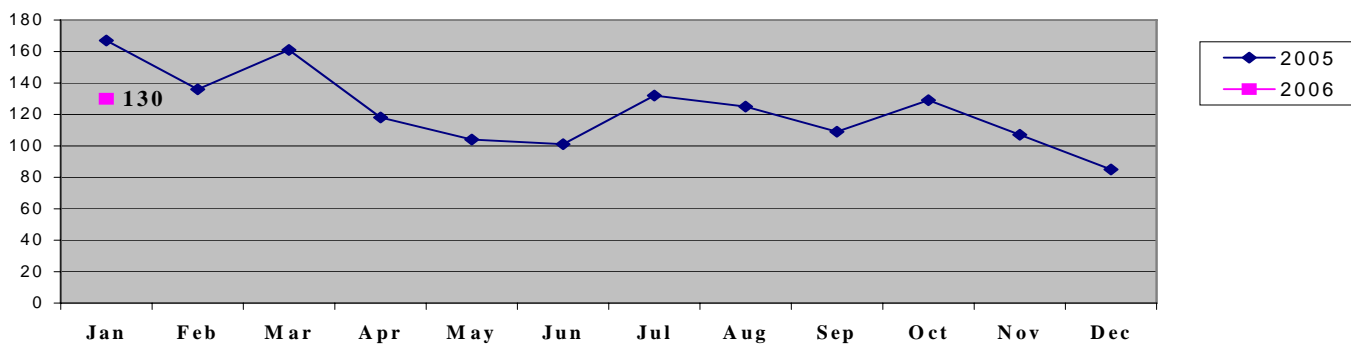
1. Vonage	1
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Regulated Complaint Totals for January:



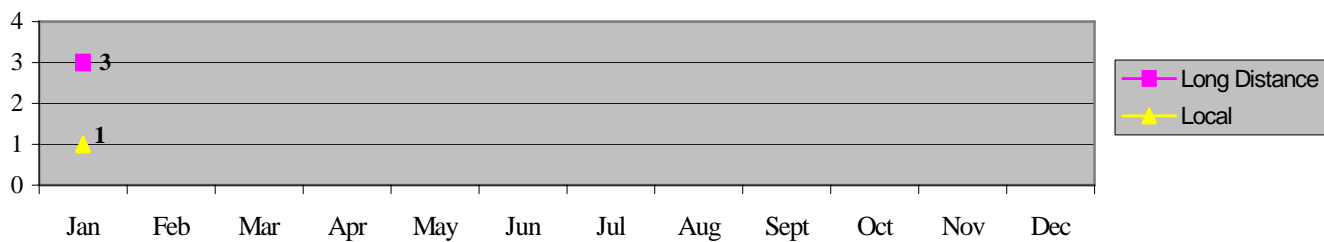
Graph 1

Regulated Utility Complaints from 2005 -2006:



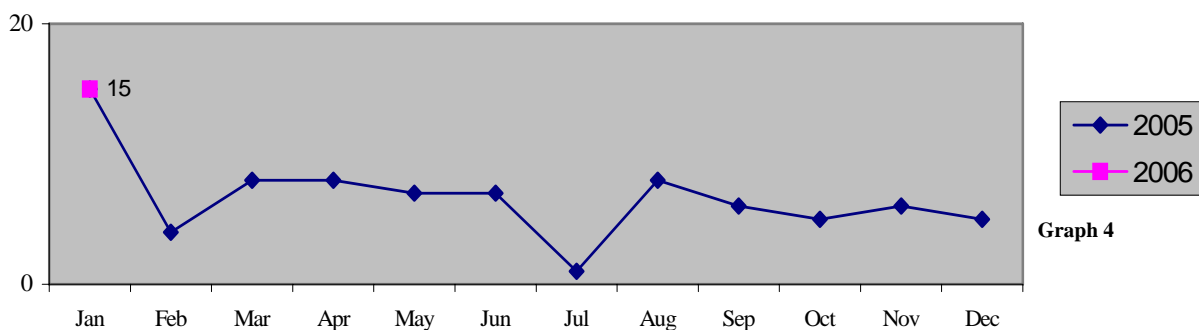
Graph 2

Slamming Totals: (Highest Number of Slamming Complaints for the Month of January: BellSouth: 2)



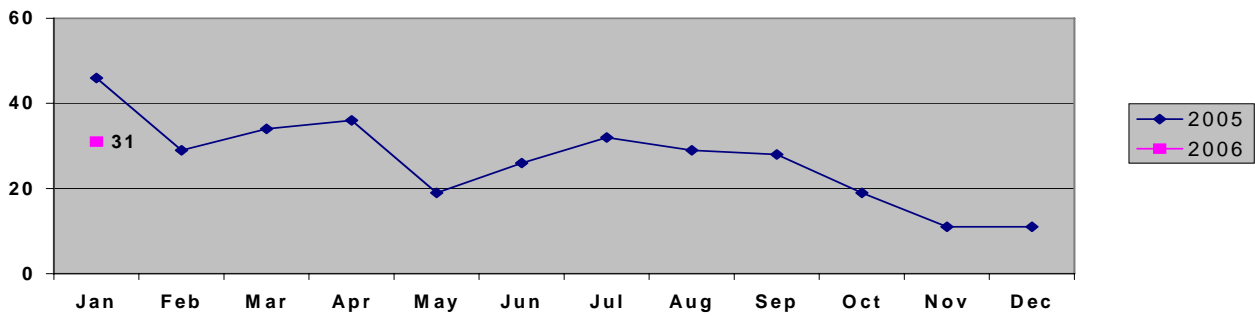
Graph 3

County Wide Calling Complaints from 2005 and 2006:



Graph 4

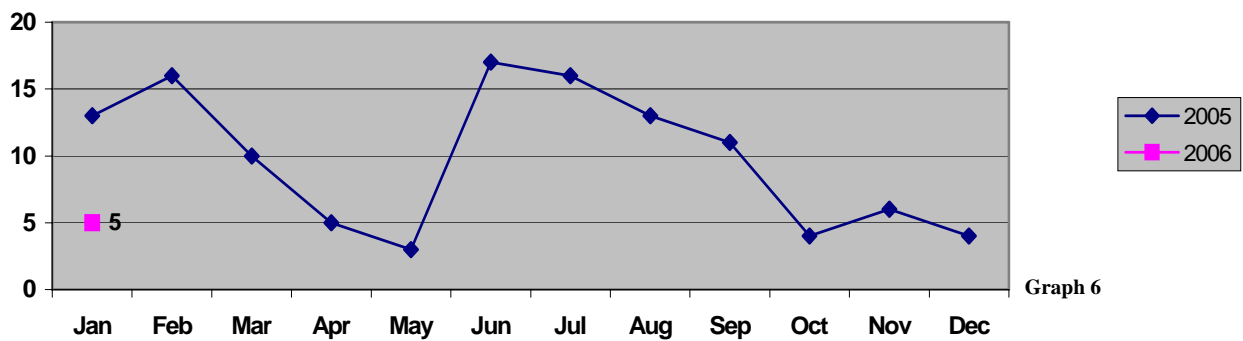
Telemarketing Complaints: (Most Complaints: Cure Clothing: 4)



Graph 5

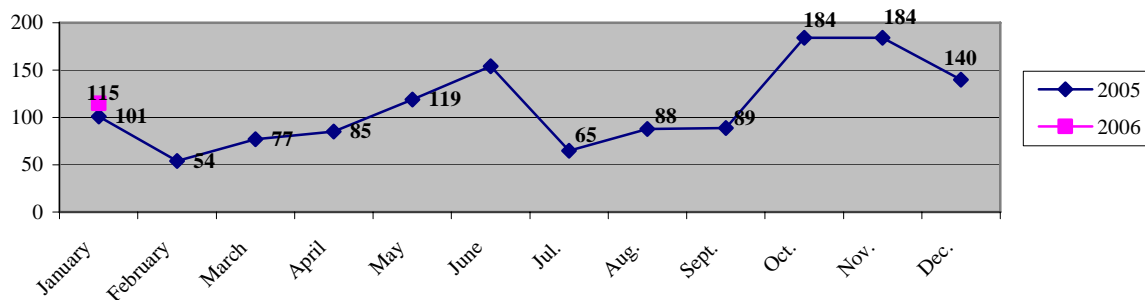
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Telemarketing Solicitor New Applications Approved:



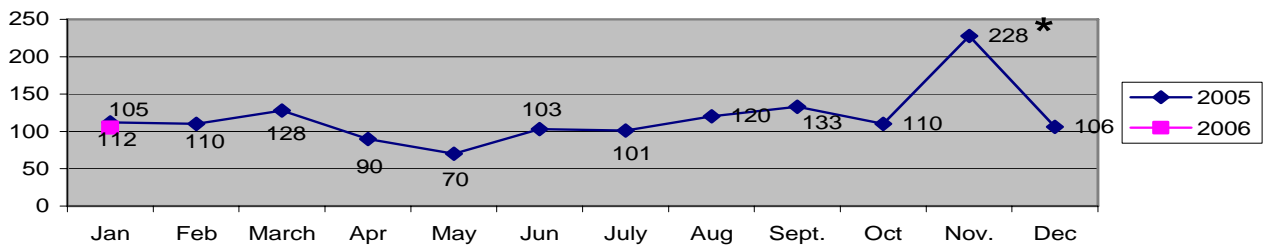
Graph 6

2005 Do Not Fax Complaints:



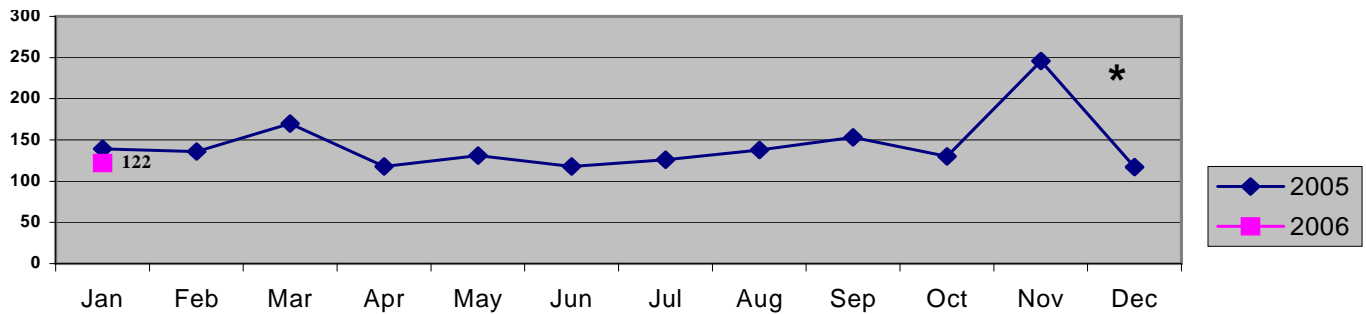
Graph 7

TDAP Applications Approved:



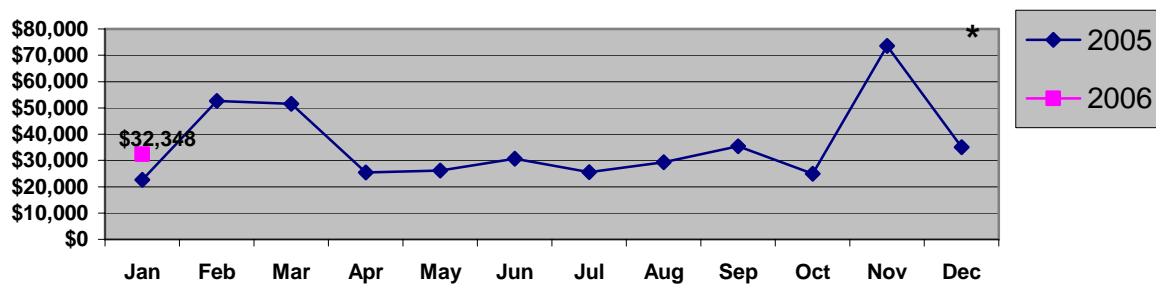
Graph 8

TDAP Devices Ordered



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

* Captel equipment was initially ordered in January 2005.

